



NEWPORT NEWS, VA
CITY OF OPPORTUNITY

JOB DESCRIPTION **HOUSING SPECIALIST** HUMAN SERVICES

Human Resources Department
700 Town Center Drive, Suite 200
Newport News, VA 23606
Phone: (757) 926-1800
Fax: (757) 926-1825

GENERAL STATEMENT OF RESPONSIBILITIES

Under general supervision, this position is responsible for planning, implementing, and coordinating housing and community services, networking with landlords to build relationships, expanding rental opportunities through marketing strategies for families with economic barriers, providing housing-focused case management to monitor service delivery, and implementing service plans to assist clients in meeting their goals towards permanent residency and socio-economic stabilization. Reports to the Housing Programs Supervisor.

ESSENTIAL JOB FUNCTIONS

Coordinates the appropriate housing placement based on clients' needs and provides information on the housing status of families placed in permanent housing. Conducts site visits of properties and assists with move-in, move-out, and follow-up inspections; ensures compliance with fair housing requirements in reviewing and negotiating landlord/tenant contracts, leasing agreements, security deposits and late fees; maintains contact with landlords and property managers to ensure rent is paid on time and clients remain in good standing and facilitates conflict resolution between landlords and tenants.

Conducts recruitment and outreach to landlords, builds relationships to expand affordable housing opportunities for homeless persons and promotes the benefits of housing families and individuals approved for assistance. Provides networking opportunities for local agencies; assists in marketing services and resources for clients and their families; advocates for additional affordable housing resources and adequate human services and community support to reduce and prevent homelessness; and makes appropriate referrals as necessary.

Assists customers in completing housing applications; gathers information to document housing related profile information such as size of family, housing barriers, eviction information, rental information, criminal and substance abuse history, anticipated shelter exit date or housing need date, and other information determined to be essential for proper housing placement.

Provides case management services to include coordinating shelter placements and crisis intakes and makes referrals; develops comprehensive service plans and monitors progress according to established goals; manages case files utilizing the HMIS database system.

Provides fiscal recording keeping of the program budget; reconciles records for budget reports and performance outcomes; resolves discrepancies and approves payment.

Coordinates annual housing reports with the assistance of the Planning Council; gathers data and provides quarterly and annual reports on performance outcomes, participation trends and housing

data; reviews emerging issues, analysis and recommendations for changes in local and state practices and policies. Maintains a landlord and housing database and develops standard operating procedures to ensure contact with landlords and property managers to prevent disruption of housing arrangements.

Performs other related work as assigned.

PERFORMANCE STANDARD

Employees at all levels are expected to effectively work together to meet the needs of the community and the organization through work behaviors demonstrating the City's Values. Employees are also expected to lead by example and demonstrate the highest level of ethics.

REQUIRED KNOWLEDGE

- Housing Resources – Knowledge of programs, housing resources, housing rights and local, state and federal requirements and regulations as they relate to Fair Housing. Knowledge of organizations and agencies that support homeless individuals and families.
- Social Economics - Knowledge of social, economic, housing barriers and current issues impacting homeless persons.
- Case Management – Knowledge of case management techniques, principles and practices to evaluate and coordinate the delivery of public assistance to customers and their families.
- Customer Service – Considerable knowledge of principles and processes for providing customer service. This includes setting and meeting quality standards for services, and evaluation of customer satisfaction.

REQUIRED SKILLS

- Judgment/Decision Making – Evaluates the best method of research and then exercises appropriate judgment in establishing priorities and resolving complex matters. Considers the relative costs and benefits of potential actions to choose the most appropriate one.
- Interpersonal Relationships – Develops and maintains cooperative and professional relationships with customers, employees, managers, and representatives from other departments and organizations.
- Computer Skills – Utilizes a personal computer with word processing, spreadsheet and related software with reasonable speed and accuracy.

REQUIRED ABILITIES

- Time Management – Ability to plan and organize daily work routine. Establishes priorities for the completion of work in accordance with sound time-management methodology to meet strict deadlines.
- Communication – Excellent ability to communicate ideas and proposals effectively to diverse audiences to include preparing and conducting training, preparation of reports, and policies. Excellent ability to listen and understand information and ideas presented verbally and in writing.
- Accounting and Budgeting – Ability to perform arithmetic, algebraic, and statistical applications. Ability to employ economic and accounting principles and practices in the analysis and reporting of financial data.

EDUCATION AND EXPERIENCE

Requires a Bachelor's degree in Business Administration, Public Administration, Human Services Administration or a related field and 3-5 years of housing or rental agent experience or closely related experience or an equivalent combination of education and experience.

ADDITIONAL REQUIREMENTS

An acceptable general background check to include a local and state criminal history check and sex offender registry check.

A valid driver's license with an acceptable driving record.

Individuals in this position cannot be listed as having a founded child abuse or neglect complaint.

In the event of a declared emergency in the City of Newport News, individuals in this position are required to work shelter duty and may be called on to perform duties as required to provide for the safety and care of the citizens of the community.

PHYSICAL REQUIREMENTS

- Requires the ability to exert light physical effort in sedentary to light work.
- Some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds).
- Tasks may involve extended periods of time at keyboard or work station.

SENSORY REQUIREMENTS

- Some tasks require the ability to perceive and discriminate sounds and visual cues or signals.
- Some tasks require the ability to communicate orally.

ENVIRONMENTAL EXPOSURES

Performance of essential functions may require exposure to adverse environmental conditions, such as dirt, dust, pollen, odors, wetness, humidity, rain, traffic hazards, animal/wildlife attacks, or rude/irate customers